Pitt Information Technology provides resources at the University for students, faculty, and staff

- Technology Support
- Computer Accounts
- Email
- Software
- Network Access
- Information Security
- Telecommunications Services
Where to Find Us

Pitt Information Technology Web site: technology.pitt.edu

- Learn about our services
- Submit a request for assistance
- Obtain security tools and information
- Review computing guidelines
- View available software
Pitt Information Technology Web site: technology.pitt.edu
Welcome Faculty and Staff

Overview

Welcome to Computing Services and Systems Development (CSSD) at the University of Pittsburgh. CSSD provides computing resources for students, faculty, and staff. This page was created just for you as a new faculty or staff member. It's a great place to get started with your computing account, CSSD’s services, and technology in general at Pitt.

How do I get my computing account?

Your University Computing Account is automatically created when you are hired at the University. Your department administrator will provide you with your username and password. You will need this information to access University computing resources such as email.

Log in to My Pitt and click the Profile link at the top of the page, then click Manage Your Account to manage your account (change your password, view your email quota, etc.). Note: Be sure to change your password immediately upon receipt of your username and password. Remember: Do not share your password with anyone.

What about email?
Your University Computing Account

Automatically created when you are hired

- Your username and password provide access to University computing resources
  - Pitt Email
  - PittNet and the Internet
  - My Pitt (my.pitt.edu)

- Change your password immediately
Multifactor Authentication at Pitt

Protects Your Privacy

Provides another layer of security to your online accounts when using Pitt Passport.

Visit technology.pitt.edu/multifactor to learn more!
Your University Computing Account

Manage Your Account at My Pitt (my.pitt.edu)

- Manage your account password
- Set your email preferences
- Edit your contact information
Managing Your Account Online at my.pitt.edu

- Pitt Passport is a single sign-on service
Managing Your Account Online

Student – Announcements

The AAU’s “Undergraduate Stories” described Humans of Pitt as part art, part social experiment. Now you play a vital role in its success. Humans of Pitt is looking for a PR Representative and a Logistics Coordinator.

The Buses Home for the Holidays program gives students a safe, comfortable alternative ride home for the three major recesses. Tickets for spring break buses go on sale at Panther Central on January 9th.

Have a plan for a sustainable campus initiative that you would like to implement at Pitt? Register for the Sustainable Solutions Competition and your idea could receive project funding of up to $10,000.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New Technique and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer.”

Choose your challenge. Form your team (or work alone). Bring your app idea to life. The Pitt Mobile App Challenge is back with even bigger prizes. Put on your thinking cap and get started today.

Staff – Announcements

AlertLine is a resource for Pitt employees who notice irregular or troubling workplace issues. Reports can be made anonymously, and all reports will receive a follow-up.

Dr. Robert Ferris, UPMC Professor of Advanced Oncologic Head and Neck Surgery, will give an Inaugural Lecture on “A New Disease, a New Technique and a New Modality – Therapeutic Targeting of HPV+ Head and Neck Cancer.”

Chancellor Patrick Gallagher invites you to the 2nd Annual Friends and Family Day at the Pitt Women’s Basketball game on Sunday, January 29th.
Managing Your Account Online

My Pitt

- My Pitt: Display Options
  - Display Options: Personalize how your portal displays documents and customize how often your browser updates.

- My Pitt: Community Preferences
  - Join Communities
  - Unsubscribe Communities

- My Pitt: University Computing Account
  - You can view and edit the information associated with your University Computing Account.

Manage Your Account

Click on the Manage Your Account link above to do the following:
- Edit your contact information
- View and update your email and print quota
- Forward your email
- Manage your account password
- Request personal digital certificates

Let Cathy lead the way!
Ask how to...

Submit a technology help request
Manage my account
Chat with the Technology Help Desk

Emergency Notification Service
Add contact numbers to receive important University notification announcements.

Spam/Virus Message Center Login
Access the University's Spam and Virus Email Filtering Service.

Student Health Insurance
To enroll or update your health insurance, click the Student Health Insurance link.
Learn More

Enter Student Health Service Portal
Student Health Service on-line appointment scheduling, student medical history/immunization data entry and secure communication with clinicians are now available to students through this portal.
Managing Your Account Online

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Managing Your Account Online

Password Change

- Your new password must be eight to 14 characters long.
- Your new password should consist of some combination of letters and numbers and must also contain at least one special character (for example, +, @, #, or $).
- The following characters can NOT be used: _, `, < > & !
- Passwords that contain only letters and dictionary words are easier for someone to guess or for computer programs to decipher.
- Do not use your name, your username, or a portion of these as your password.
- Please note that there are limitations on use of prior passwords.
- For help in choosing a good password, visit our Passwords section on technology.pitt.edu.
Managing Your Account Online

Security Questions

Set or change your security questions below. Select a question, provide your answer, and click Save.

Security Questions

Question 1: What is your Father's middle name?
Answer 1: **********

Question 2: What is your Mother's middle name?
Answer 2: **********

Question 3: What is your maternal grandmother's first name?
Answer 3: **********

Save  Cancel  Menu
Password Tips

Protect Your Password

- Keep your password secret
- Don’t write down your password in an easy-to-find location
- Change your password periodically
- Use a “strong” password:
  - Eight to 14 characters
  - Combines letters, numbers, special characters
  - Don’t use guessable words
### Password Tips

**Good passwords**
- 4Pitt2Go#
- 44@Moose
- 444??141A
- 2Gud2BTru#
- @Lunch2Dy

**Bad passwords**
- Pittsburgh
- Panthers or Steelers
- Abc123 or asdfg
- July41966
- Your username

Self-Service Password Reset at My Pitt ([my.pitt.edu](http://my.pitt.edu))
Pitt Email

Your University email address: username@pitt.edu

- Pitt Email
- Access email from your desktop, laptop, or smartphone

Email Preference

- Create Email Aliases
Setting Email Preferences

Self Service Links

**Manage Account Details**
- Contact Information

**Email and Messaging**
- Set Email Preferences
- Manage Email Quota

**Printing**
- Manage Print Quota

**ID Center**
- Preferred Name

**Login and Security**
- Add/Manage Pitt Passport Devices
- Certificate Request
- Change Password
- Emergency Notification System
- Secure Pitt Passport Services
- View Pitt Passport Login History

**Other**
- Sponsored Accounts
Setting Email Preferences

Email Aliases

In addition to your vdf@pitt.edu email address, you may select up to two additional email addresses such as vernon.franklin@pitt.edu to use on this account. These additional, personalized email addresses are called email aliases.

When you select personal email addresses, please use the following guidelines:

- Email addresses must be greater than eight characters or contain a period (.), dash (-) or underscore (_) and be greater than 4 characters.
- Email addresses should NOT be used to misrepresent your identity.
- Email addresses should be professional in nature.
- Email addresses can contain letters, numbers, periods (.), dashes (-) or underscores (_).

The University of Pittsburgh reserves the right to revoke any email address not in accordance with these guidelines. Please note, once you create an email alias, you cannot remove it and it cannot be used by any other person or group. For additional details about email aliases, please visit [http://technology.pitt.edu/alias](http://technology.pitt.edu/alias).

When you create an email alias and make it your "From" address, you will need to use your email alias to re-subscribe to any mailing lists to which you belong so that you can continue to post messages to them. You may also want to unsubscribe your original email address so you do not receive duplicate messages.

Current Email Addresses

Choose the email address you would like to display in the "From" field of messages that you send using My Pitt Email.

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<tr>
<th>Email Alias</th>
<th>From Address</th>
<th>Advertised Email</th>
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Software Distribution Services

Software for Faculty and Staff

- More than 125 software packages are available at no cost or for purchase at reduced costs
- View available software at technology.pitt.edu
- Purchase select software at the Walk-in Support Desk at the University Store on Fifth

my.pitt.edu (click Software Downloads)
- Download free software
- Symantec antivirus, software applications and security tools
Network Access

Gigabit Ethernet Network (PittNet)
- Provides access to University resources and the Internet

PittNet Wi-Fi
- Available at locations across the Pittsburgh campus
- Newer devices can take advantage of faster PittNet Wi-Fi speeds
- Visit technology.pitt.edu for details

Pitt VPN (Virtual Private Network)
- Provides secure access to restricted online services
- Use the Pulse Secure client
- Download it from my.pitt.edu
Telecommunications

- Network Port Installation
- Telephone Service
- Migration to Skype for Business
Skype for Business Phones at Pitt
Skype for Business

- Instantly add voice or video to an IM conversation
- Share a presentation, program, whiteboard, or your entire desktop
- Start a Web conference on the fly or schedule one with 250 people

- Chat with anyone
- See which of your contacts are available at a glance
Emergency Notification Service

NotifyU

- ENS will automatically communicate through email as deemed appropriate in the event of an emergency

- You can also have ENS alert your voice and text messages

- Subscribe to voice and text at my.pitt.edu
Read Green

NotifyU

Read Green.
Receive University mail electronically instead of on paper.

Now you can choose whether to receive University mail on paper or electronically. Just check the box below to have your paper-based mail delivered to your University email address.

Please send University mailings to jdoe@pitt.edu
Technology Loaner Program for International Travel

- Offers loaner laptops, iPads, and smartphones to individuals traveling abroad to lessen the associated security risks while allowing full use of required software applications.

- Visit the Pitt Global web site for details
Pitt App Store (appstore.pitt.edu)

Your one-stop shop for University related apps:
• PeopleSoft Mobile
• Pitt Mobile
• CourseWeb
• pitt.box.com
• My Pitt Video
• Microsoft Outlook
• Lynda
• Microsoft Word, Excel, PowerPoint
• and More!
Cloud Storage
Box (pitt.box.com) and OneDrive

- Box is a secure cloud storage solution that provides unlimited file storage and access to your files from anywhere
- You can invite others to collaborate with you or share files and folders through a simple Web link
- Use Box on your computer, smartphone or tablet
- Microsoft OneDrive default for Office 365
Pitt Video

Pitt Video, powered by Panopto

- Video record and Webcast
  - Capture presentations, online training, meetings, and lectures
- Use from your desktop, laptop, smartphone, or tablet
- Visit technology.pitt.edu for details
Technology Instructor-Led Workshops

Faculty and Staff Development Program

The Faculty & Staff Development Program (FSDP) offers a variety of workshops to enhance the professional and personal development of Pitt faculty and staff. This spring's programming offers over 60 courses, including new research administration courses, new tech courses, and special programming for the Year of Healthy U!

Workshops are offered in the fall and spring terms of each academic year and all University faculty and staff are invited to participate. For staff, workshop registration requires supervisor approval.

Check out the learning opportunities in each category to identify which programs will help you reach your professional goals.

LEARNING & DEVELOPMENT

- Organization Development
- Faculty and Staff Development Program
- Supervisor Foundation Skills Program
- Online Learning with lynda.com

UNIVERSITY LEARNING RESOURCES

- The College of General Studies
- Healthy Lifestyle Institute
- Health Sciences Library System
- Online Learning with lynda.com
- Oral Communications Lab
- University Center for Teaching & Learning
- University Library System
- The Writing Center
Online Training

Lynda.com

- Online training service that provides more than 3,000 business, creative, and technology courses
- Learn what you want and when you want
- my.pitt.edu (click Online Tech Training or Learn More)
Computer Security is everyone’s responsibility.

What you can do:

- Review our Security resources at technology.pitt.edu/security
  - Information Security Awareness Training
  - Security Alerts
  - Secure Your Data
Physical Security Precautions

- Keep your workspace and sensitive documents securely locked
- Shred documents containing sensitive information
- Protect laptops
Responsible Computing Means:

- Using resources for University-related activities
- Protecting your password
- Not sharing your computing account
- Respecting copyright laws:
  - Do not copy software
  - Do not download copyrighted music and movies
Walk away from **Phishing** scams

- Request personal information
- Contain poor spelling or grammar
- Call you to action
  - Click or download

- No one legitimate will ask for your password

Assume every email is potentially fraudulent
Responsible Computing

Computer Protection

**Don’t**

- Leave computer logged in or unlocked
- Accept or use unknown USB sticks
- Share your password...or your PC

**Do**

- Use Anti-Virus/Malware and local firewall
- Install updates to OS and Apps
- Only use trusted Wi-Fi networks
Mobile Device Protect

- Basic steps
  - Lock it
  - Don’t hack it
  - Trust, but verify apps
    - No third-party site, android users!!!
  - Update, update, update
  - Find my device
  - Bluetooth/Wi-Fi off
Computer Privacy

- University owned computing equipment, networks, services and resources, including electronic mail, are provided for the purpose of conducting University-related activities and are therefore considered University property.

- The University, as owner of such property, has the right to access information on the system stored, created or received by employees, including electronic mail messages, as it deems necessary and appropriate.

- As such, employees should not expect individual privacy in the system.
How to Get Help

Go to technology.pitt.edu/helpdesk
How to Get Help

Go to technology.pitt.edu/helpdesk
Answers to your technology-related questions 24/7

- Online Form
- helpdesk@pitt.edu
- Live Chat
- Help/How-to Docs
- 412-624-HELP [4357]
How to Get Help

Walk-in Support Desk at the University Store on Fifth

Get walk-in computer assistance:

- Connecting to PittNet
- Configuring your mobile device for email or PittNet Wi-Fi
- Software purchases and installations
- Changing your password
The Pitt Information Technology Web site

technology.pitt.edu
Questions?

Where to stay informed and get help

Technology Web site: technology.pitt.edu

@UpittIT   /UpittIT   pi.tt/youtube
Thank you